



Ahmed Samir

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Personal information

Birth Date: 15/4/1989
Nationality: Egyptian
Marital Status: Single

Work experience

BAB AL QASR HOTEL And Residences

January 2020 — Current

Reservation Manager & Revenue analyst (In charge of revenue)

- * Internal Promotion within the company in one year due to the achievements in Shariah and task force for two months in pre-opening of Millennium Capital gate Abu Dhabi (DEC- JAN).
- * Handling two properties Hotel 412 rooms and suites in addition to residential towers of 265 apartments
- * In charge of revenue management and reservation department.

Copthorne Sharjah (Millennium Hotels)

Nov 2018 — Nov 19

Assistant Reservation Manager (In charge of Revenue and Distribution)

- Accurately prepare/participate in the 18 Month Rolling Forecast.
- Proactively manage inventory for the hotel to maximize rooms revenue with full knowledge of all distribution channels.
- Participate in the preparations of the transient rooms budgets - actively involved in the total rooms budget
- Ensure that property information and images are up-to-date on hotel's website, OTA's and GDS screens in order to maintain accuracy of information available
- Evaluate monthly transient segmentation production for the hotel.
- Conduct rate and content audits on contracted OTA's, hotel brand website and GDS screens in terms of search criteria, rate sequencing, rate descriptions and images; monitor and report on rate and availability parity are being maintained and agreements set are being adhered to; communicate any discrepancies to the respective Channel Market Manager.
- Consolidate monthly production of all consortia in order to identify top opportunities
- Assist and execute E-Marketing Campaigns to meet channel targets and drive revenues to your area hotel(s)
- Assist in new openings; create critical path for opening: oversee the set up of CRS, enrol new hotels with approved OTA's, assist in RFP submissions, ensure proper content, rate description and availability of rate on all channels; initiate GDS campaigns; enrol new hotel with applicable reports such as Hotelligence 360, Rate VIEW, STR
- Assist in annual budget mix of channel, Facilitate discussion on trends, market growth, and selling initiatives.
- Communicate business trends to revenue team to analyze the market.

- Evaluate Market Share reports from multiple hotels to understand trends and opportunities.
- Shop area competitors to evaluate rate pricing, availability, and package/discount options.
- Communicate to appropriate staff when key events or holiday periods in the local area will impact demand.
- Prepare sales strategy meeting agenda, supporting documentation for revenue meetings – Include data and recommendations.
- Effectively use reservation system and demand forecasting systems to determine/implement/control accurate selling strategies.
- Contribute to the development of the transient/group portion of the hotel's marketing plan.
- Assist in providing recommendations to properties for RTS/Wholesale account strategies based on past production and future expectations.
- Effectively lead efforts to coordinate strategies between group sales offices – assist in moving displaced business from one hotel into another.
- Regularly check GDS systems for hotel positioning, information accuracy and competitor positioning for the hotel.

Novotel / Adagio Aparthotel /IBIS AlBarsha **December 2015 — — October 2018**

Cluster Reservation Supervisor

Novotel (4* Deluxe) 465 rooms ,suites & Adagio (4* Premium Apartments) & IBIS (3*) 480 rooms. (Total of 1144)

Movenpick Jumeirah Beach (JBR) **November 2013 — November 2015**

Reservation Consultant

294 rooms and suites

Ramada Jumeirah Hotel **August 2012 — November 2013**

Reservations Agent & Visa officer

265 Rooms and Suites

Movenpick Resort El-gouna (Egypt) **July 2011 — March 2012**

Revenue and Operation Trainee

Daily operation (Reservation, Front office, Revenue, Guest relation)

Bab alqasr hotel and residences (Biltmore Abu Dhabi) **Dec 19 — Current**

Reservation Manager vs revenue analyst

Internal promotion from Sharjah to the highest luxurious brand of Millennium hotels in middle east. Full in charge of revenue and distribution.

Work Knowledge

Reservation Operation :

-Receive, handle and convert all new enquirers in line with the sales strategy and ensure all guests receive consistently high standard of service throughout the booking process minimizing loss of calls, and ensuring a high level of conversion into bookings.

-Remain up to date with all the promotions in and around the hotel, follow established procedures to process all room reservations, rates, confirmations, hotel facilities, etc.

-Assist meeting planner to analyze all room requirements and collaborate with sales and marketing team to ensure

compliance to all revenue management guidelines.

- Gains understanding of the property's primary target customer and service expectations; serves the customer by understanding their business, business issues and concerns, to offer better business solution.
- Communicate designated VIP reservations to the General Manager and head office
- Maximizes the usage of up selling and assist in up selling techniques
- Handling all online channel management for Accor (Resaweb, Dataweb, Atacas, TARS, SYNXIS CRS).
- Create rate codes, packages and allotment blocks on PMS (**Opera**)
- Produce and check daily reports(traces, no show, arrival , special request) , ensuring that the previous day's reservations are accurate.
- Ensure that all staff effectively deliver appropriate service levels to the customer & monitor staff productivity and performance.
- Forecast all project requirements on everyday basis and ensure achievement of all hotel reservation objectives.
- Responsible for the work schedule of the Reservations and assign daily tasks
- Handles guest complaints and disputes following the instant pacification procedures.
- Mystery Shoppers calls: • IFH trainee (Gold – Silver) certificates (98%)
- Handling groups (Crew, corporate, leisure and Individuals).

Reports:

Prepare daily, weekly and monthly revenue reports and circulate them to the relevant departments (Reservations, Corporate office, Sales and Marketing, Finance) in order to keep them informed of revenue performance and raise any gaps in revenue Daily pick-up analysis, strategy adjustments.

Technical Skills

- Certified Practical managers tools and leadership by Accor Academie
- Certified Leader by Millennium hotels
- Certificate of blue ocean thinking by Millennium hotels.
- Certified trainer by Accor Academie(TWI Tools) and MHR (On Job Training)
- Certified business Email etiquette. First Aid certificate, Close down procedures training
- Excellent organizational skills with a high level of accuracy
- Excellent communication skills and ability to build effective long-term relationships
- Analytical and able to operate under pressure

Education

Bachelor of Tourism& Hotel Management
Suez Canal University

July 2006 — July 2010

MCAS (Microsoft office Specialist)
Microsoft

2011

Intermediate levels of Excel, Data analyzing and office applications.

Leadership and Emotional intelligence
Axon Egypt

2012

EQ and EIQ: Recognize, understand and manage our own emotions. Recognize, understand and influence

the emotions of others.

Leadership Honesty and Integrity. Inspire Others. Commitment and Passion. ... Good Communicator. .. Decision Making Capabilities. ...

Interests

Beach camping, desert trips , music,Jogging, history and archaeology.

References

References available upon request.